



# Hiring FAQs

## Covered California Rancho Cordova Call Center

### Background

Covered California (The California Health Benefit Exchange) is creating through the Affordable Care Act an innovative, competitive marketplace allowing consumers to choose the health plan and providers that provide them the best value. It's part of Covered California's commitment to improving Californians access to affordable, high quality care.

The Exchange will establish a service center in Rancho Cordova to assist customers in understanding their options, enrolling in health plans, and determining eligibility for subsidies and tax credits. The Exchange will administer written exams as follows:

Self-Scheduling Opens	Written Exam Date	Class Title(s)
Wednesday, April 17, 2013- 12:00 P.M.	Saturday, April 20, 2013	Program Technician 2 and 3
Wednesday, May 1, 2013- 12:00 P.M.	Saturday, May 4, 2013	Program Technician 2
Monday May 15, 2013- 12:00 P.M.	Saturday, May 18 2013	Program Technician 3
Wednesday, May 22, 2013- 12:00 P.M.	Saturday, May 25, 2013	Program Technician 2

The exam is offered on a first-come-first-serve basis for each written exam date.

Below are some commonly asked questions about the positions and hiring process.

#### Q. How many positions are available?

A. The Exchange expects to hire several hundred applicants as Service Center Representatives in Rancho Cordova

#### Q. What types of positions are available and what is the salary?

A. Class	Monthly Salary	Hourly Salary
Program Technician 2	\$2638-\$2975/month	\$15.22-\$17.16
Program Technician 3	\$2951-\$3209/month	\$17.03-\$18.51
Supervising Program Technician 3	\$3358-\$4085/month	\$19.37-\$23.57

#### Q. What is involved in applying for the positions?

A. For the Program Technician 2 and 3 positions, the applicants must take and pass

a written test, covering **1) Arithmetic Calculations**, **2) Written Communication**, and **3) Reading Comprehension**. Once an applicant has passed the written test and established eligibility on a hiring list, they are eligible to be considered for hire based on test ranking. Competitive applicants will be interviewed and references checked. If they are successful, then they will be fingerprinted and must pass a criminal record check before a job offer can be made.

**Q. Additional information regarding the Supervising Program Technician III positions?**

- A.** The Supervising Program Technician III test is online and can be taken by interested applicants. Once an applicant has passed the online test and established eligibility on a hiring list, they can be considered for hire depending on test ranking. Competitive applicants will be interviewed and references checked. If they are successful, then they will be fingerprinted and must pass a criminal record check before a job offer can be made.

**Q. Are part-time positions available?**

- A.** Yes Permanent Intermittent positions will be available at both the Program Technician 2 and 3 levels. Permanent Intermittent employment is part time hourly employment that is less than full time.

**Q. Will there be training available and is there a cost?**

- A.** Yes. Successful applicants will be provided with training at no cost to themselves.

**Q. When will the training begin?**

- A.** The training schedule is currently under development.

**Q. Are the applicants required to pass a background check?**

- A.** Yes, successful applicants will be fingerprinted and a criminal record check will be run through the Department of Justice and the FBI. Applicants must pass the background check in order to be hired.

**Q. What hours will I be required to work?**

- A.** Individual schedules will be determined upon hiring.

**Q. Are these positions represented by a union?**

- A.** Yes, the Program Technician 2 and 3 are rank and file positions and are in Bargaining Unit 4, represented by SEIU, Local 1000.

**Q. Will I be required to serve a probationary period?**

- A.** Yes, the probationary period for the Program Technician 2 and 3 classes is six months and twelve months (intermittent hours will be calculated) for the Supervising Program Technician III.

**Q. When will I be expected to begin work?**

- A.** No specific start date has been set yet, but we expect that the Service Center will open in the Fall of 2013.

**Q. Where can I find additional information about the positions and the exam?**

**A. Program Technician 3 (PT 3)-**

<http://jobs.ca.gov/JOBSGEN/2PB31.PDF>

**Program Technician 2 (PT 2)-**

<http://jobs.ca.gov/JOBSGEN/2PB30.PDF>

**Supervising Program Technician 3- (this is an online exam)**

<http://jobs.ca.gov/JOBSGEN/PB332.PDF>

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**All California Health Benefit Exchange (Covered California) vacancies can be found at: <https://forms.spb.ca.gov/bulletins/ejv.cfm?criteria=0&loc=0&dept=N499>**  
(vacancies are updated daily; please also remember to also view the “next page” to see all vacancies)